



# Property lettings and management

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Growing your property  
in value and impact

- › Sustainable income
- › Competitive pricing
- › Flexible and personalised



Who we are

# About us

At Capital Letters, we are driven by a simple, yet powerful belief: that a home changes everything. Our aim is to transform lives, offering a unique blend of social impact and financial growth.

In the competitive property lettings and management sector, we leverage the benefits of a mixed market economy to create value for both our clients and the people we serve.

We partner with investor landlords, impact funds and local authorities to provide a seamless approach to property management and lettings with an ethos that prioritises societal well-being alongside competitive returns.

Our approach offers competitive pricing, flexible, personalised services, and long-term investment opportunities that not only grow in value but also in social impact.

## Our values

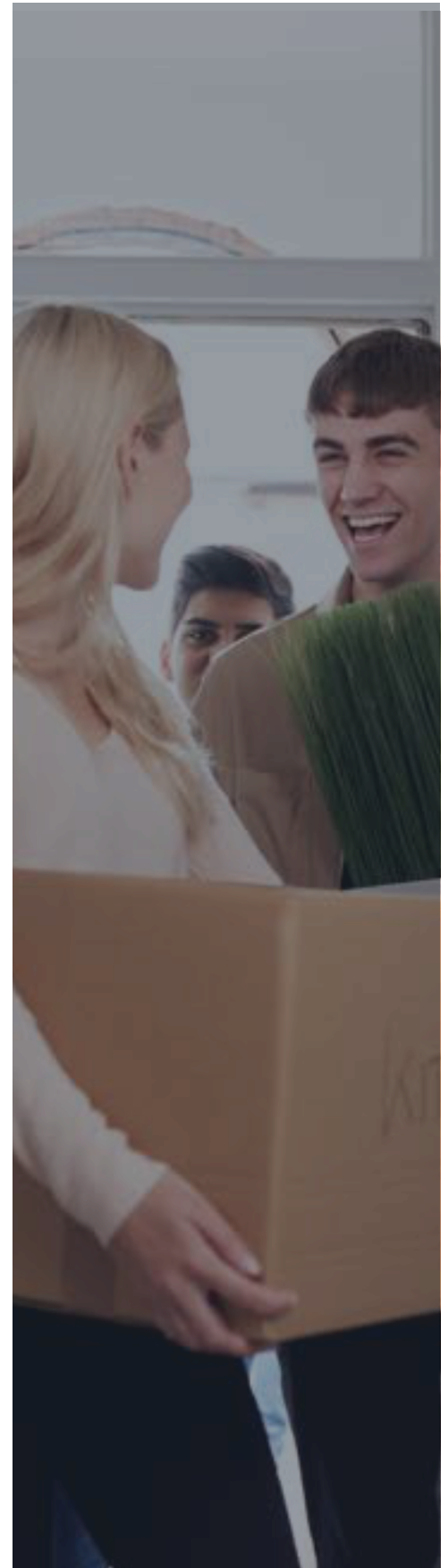
- We are collaborative
  - We are ethical
  - We are empowered
  - We are dynamic
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## Our services

# Let Only

This service supports hands-on landlords who want involvement with help in the early letting phase.

- **Comprehensive marketing**  
Targeted campaigns to attract ideal tenants
- **Obtaining tenant references**  
Thorough vetting of tenant backgrounds
- **Right to Rent checks**  
Verification of tenant's legal eligibility
- **Preparation of tenancy agreement**  
Professional drafting of rental contracts
- **Welcome pack issued**  
Essential information provided to new tenants
- **Deposit claim negotiation compilation and submission**  
Manage, compile, and submit deposit disputes
- **Compliance advice**  
Guidance on legal and regulatory requirements
- **Access to our extensive database of active tenants**  
Reach a large pool of potential tenants
- **Viewings conducted by industry experts**  
Professional agents conduct property showings



# Rent Collection

Expanding on the Let Only service, the Rent Collection option is ideal for landlords seeking minimal involvement and consistent income.

- **Comprehensive marketing**  
Targeted campaigns to attract ideal tenants
  - **Obtaining tenant references**  
Thorough vetting of tenant backgrounds
  - **Right to Rent checks**  
Verification of tenant's legal eligibility
  - **Preparation of tenancy agreement**  
Professional drafting of rental contracts
  - **Welcome pack issued**  
Essential information provided to new tenants
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Manage, compile, and submit deposit disputes
  - **Compliance advice**  
Guidance on legal and regulatory requirements
  - **Access to our extensive database of active tenants**  
Reach a large pool of potential tenants
  - **Viewings conducted by industry experts**  
Professional agents conduct property showings
  - **Support tenants in setting up standing orders**  
Assist tenants in automating rent payments
  - **Statement of accounts**  
Provide detailed financial summaries
  - **Collection of rent**  
Ensure timely rent payments from tenants
  - **Transfer of utilities**  
Manage the switch of utilities to tenants
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## Our services

# Fully Managed

This service is ideal for landlords who value minimal involvement and a steady income.



- **Comprehensive marketing**  
Targeted campaigns to attract ideal tenants
  - **Obtaining tenant references**  
Thorough vetting of tenant backgrounds
  - **Right to Rent checks**  
Verification of tenant's legal eligibility
  - **Preparation of tenancy agreement**  
Professional drafting of rental contracts
  - **Welcome pack issued**  
Essential information provided to new tenants
  - **Deposit claim negotiation compilation and submission**  
Manage, compile, and submit deposit disputes
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Reach a large pool of potential tenants
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Assist tenants in automating rent payments
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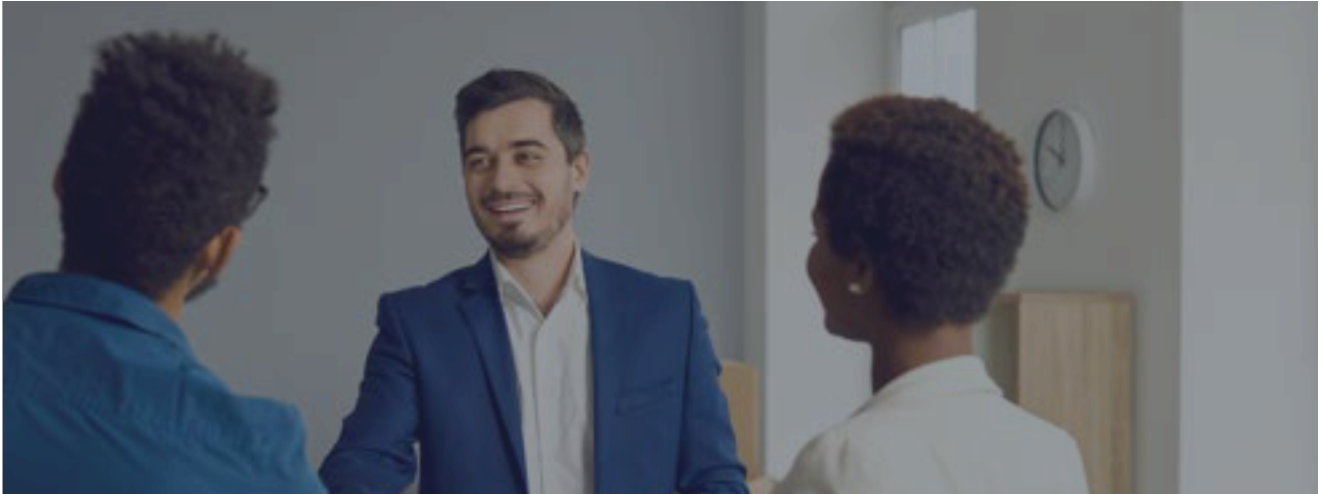
## Our services

# Fully Managed... continued

This service is ideal for landlords who value minimal involvement and a steady income.

- **Statement of accounts**  
Provide detailed financial summaries
  - **Collection of rent**  
Ensure timely rent payments from tenants
  - **Transfer of utilities**  
Manage the switch of utilities to tenants
  - **Key holding service**  
Secure storage of property keys
  - **24/7 access to online property management portal**  
Access to property management tools
  - **24 hour emergency helpline**  
Helpline support for urgent tenant issues
  - **Instruct and pay contractors on your behalf**  
Hire and pay contractors for you
  - **Access to a vetted panel of contractors**  
Access to trusted service providers
  - **Property inspections**  
Regular checks to ensure property condition
  - **Managing check out process**  
Overseeing the tenant departure process
  - **Repair quotes**  
Arrange estimates for maintenance and repairs
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# Summary of services



Features	Let Only	Rent Collection	Fully Managed
Comprehensive marketing to find the right tenant	✓	✓	✓
Obtaining tenant references	✓	✓	✓
Right to Rent checks	✓	✓	✓
Preparation of tenancy agreement	✓	✓	✓
Welcome pack issued	✓	✓	✓
Deposit claim negotiation, compilation and submission	✓	✓	✓
Compliance advice	✓	✓	✓
Access to our extensive data base of active tenants	✓	✓	✓
Viewings conducted by industry experts	✓	✓	✓
Support tenants in setting up standing orders		✓	✓
Statement of accounts		✓	✓
Collection of rent		✓	✓
Transfer of utilities		✓	✓
Key holding Service			✓
24/7 access to online property management portal			✓
24 emergency service helpline			✓
Instruct and pay contractors on your behalf			✓
Access to a vetted panel of contractors			✓
Property inspections			✓
Managing check out process			✓
Arranging quotes for repair and maintenance			✓
<b>Fees</b>	<b>7%</b>	<b>9%</b>	<b>15%</b>

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